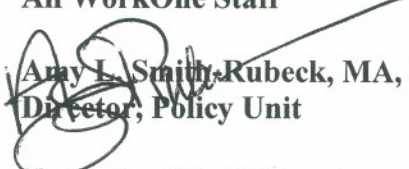




## FORMAL COMMUNICATION

**TO:** Regional Operators  
Indianapolis Private Industry Council  
Directors of Operations for Northern & Southern Indiana  
All Local Office Managers  
All WorkOne Staff

**FROM:**  Amy L. Smith-Rubeck, MA, LMHC  
Director, Policy Unit

**DATE:** November 15, 2007

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TAB 2007-03  
UI Eligibility Determination Communications

### *Content*

Effective immediately, all WorkOne staff (to include those employed by the State of Indiana, Regional Operators and Service Providers) are to cease providing any information to clients, potential claimants or any member of the public regarding potential eligibility for Unemployment Insurance benefits.

Local office staff may still assist clients, as needed, in accessing CSS for purposes of applying for Unemployment Insurance but are **strictly prohibited from offering any advice, counsel or information on potential eligibility**. All staff are still expected to comply with Local Office UI Policy as well as providing assistance in applying for benefits, accessing CSS and providing basic information to claimants.

This directive includes services provided in the local office, at Rapid Response events and TAA Orientations.

Any inquiries regarding Unemployment Insurance benefits should be referred to the UpLink Customer Service Center who will route the inquiry to the appropriate individual for response.

Unemployment Insurance benefits determination experts will evaluate each inquiry and provide eligibility information to the individual making the inquiry.

Mitchell E. Daniels, Jr., Governor  
Teresa L. Voors, Commissioner

10 North Senate Avenue  
Indianapolis, IN 46204-2277  
[www.workforce.IN.gov](http://www.workforce.IN.gov)  
An Economic Development Partner

Phone: 317.232.7670  
Fax: 317.233.4793

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